

## LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. (Canceled)
2. (**Currently Amended**) An apparatus for communicating using a communication channel of one or more media-specific communication channels comprising:
 

a configurable communication server comprising memory storing instructions, executable by a processor of the communication server, the instructions configured to communicate, ~~in a media-independent manner, via~~ with said communication channel of said one or more media-specific communication channels ~~of one or more vendors using via~~ a corresponding channel driver ~~associated with each communication channel of one or more channel drivers,~~ wherein

said communication channel is coupled to said configurable communication server via said corresponding channel driver,

said communicating is agnostic of a media type of said communication channel,

said communication channel is associated with one or more vendors,

each of said one or more vendors of said communication channel ~~of said one or more communication channels~~ provides a channel driver implementation for ~~[[a]]~~ said corresponding channel driver associated with said communication channel, ~~and~~

~~wherein~~ said channel driver implementation is configured according to a common communication application

program interface to allow the **configurable** communication server to communicate ~~via~~ **with** said communication channel independently of **[[a]]** **said** media type of and vendor-dependent communication protocols for said communication channel, **and**

**said corresponding channel driver is implemented apart from said configurable communication server and coupled to said configurable communication server,**

access information regarding a type of communication that uses the communication channel,  
 determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and  
 determine an event response to perform in response to an event if the type of communication is incoming, wherein  
 the information is accessed from a memory storing data corresponding to a configuration of the communication channel; and  
 a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein  
 said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in said outgoing or incoming communications.

3. – 4. (Canceled).

5. (Previously Presented) The apparatus of claim 2 further comprising:  
 a database comprising an event record, wherein  
 the event record comprises the information regarding the event.

6. **(Currently Amended)** The apparatus of claim 5 wherein the configurable communication server is further configured ~~by performing to~~ perform one of  
adding the event record to the database,  
modifying the event record in the database, and  
deleting the event record from the database.
7. (Previously Presented) The apparatus of claim 5 further comprising:  
at least one event handler, wherein  
the event record comprises a name of one event handler of the at least one  
event handler for handling the event, and  
the configurable communication server is further configured to use the one  
event handler named in the event record for handling the event.
8. (Previously Presented) The apparatus of claim 5, wherein  
the database further comprises an event response record associated with the event  
record, and  
the configurable communication server is further configured to determine the  
event response by accessing the event response record associated with the  
event record.
9. (Previously Presented) The apparatus of claim 2, wherein  
the information regarding the event further comprises information regarding the  
event response, and  
the configurable communication server is further configured to perform the event  
response.
10. (Canceled)
11. **(Currently Amended)** The apparatus of claim 2 further comprising:  
the configurable communication server coupled to the corresponding channel  
driver such that the configurable communication server receives the event  
from the communication channel via the corresponding channel driver.

12. (Canceled)

13. (Previously Presented) The apparatus of claim 2 further comprising:  
said user interface comprising a second user interface object capable of being  
activated; and

the configurable communication server further configured to send the outgoing  
communication to the communication channel when the second user  
interface object is activated.

14. (Previously Presented) The apparatus of claim 2 further comprising:  
the configurable communication server further configured to send the outgoing  
communication by issuing the command to the communication channel.

15. **(Currently Amended)** A method for communicating comprising:  
receiving an event ~~in a media-independent manner~~ from a media-specific  
communication channel of a plurality of media-specific communication  
channels ~~of one or more vendors~~ via a corresponding channel driver  
~~associated with said media-specific communication channel of a~~  
plurality of channel drivers, wherein  
said media-specific communication channel is coupled to a  
communication server via said corresponding channel driver,  
the receiving is agnostic of a media type of said media-specific  
communication channel,  
said media-specific communication channel is associated with one or  
more vendors,  
each of said one or more vendors of said media-specific communication  
channel provides a channel driver implementation for ~~[[a]]~~ said  
corresponding channel driver associated with said media-specific  
communication channel, ~~and~~  
~~wherein~~ said channel driver implementation is configured according to a  
common communication application program interface common to  
each of the corresponding channel drivers that facilitates reception  
of said event ~~in said media-independent manner~~ independently

**of said media type of and vendor-dependent communication protocols for said media-specific communication channel, and said corresponding channel driver is implemented apart from said communication server and coupled to said communication server;**

determining an event response by accessing information regarding the event, wherein  
the information is accessed from a memory storing data corresponding to a configuration of the **media-specific** communication channel; and  
performing the event response by providing a notification of the event via a web browser-based media-independent user interface, wherein  
the user interface comprises a first user interface object to provide the notification of the event, and  
wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in performing the event response,  
wherein event reception and response are performed via said media-specific communication channel independently of a media type of and vendor-dependent communication protocols for said media-specific communication channel.

16. (Previously Presented) The method of claim 15 wherein the determining the event response comprises:

accessing a database to determine the event response.

17. (Canceled)

18. (Previously Presented) The method of claim 15 further comprising:  
receiving notification of an activation of a second user interface object of said user interface, the second user interface object being associated with a command; and  
issuing the command to the communication channel.

19. (Previously Presented) The method of claim 15 further comprising:  
receiving a notification of an activation of said first user interface object of said  
user interface, the first user interface object being associated with the  
event.
20. (Canceled)
21. (Currently Amended) A computer system comprising:  
a storage system configured to store computer instructions and data, executable  
by a processor of a configurable communication server;  
a processing system coupled to the storage system and configured to  
communicate using a media-specific communication channel of one or  
more media-specific communication channels, wherein  
the processing system comprises ~~[[a]]~~ the configurable communication  
server configured to  
communicate, ~~in a media-independent manner, via~~ with said  
media-specific communication channel of said one or  
more media-specific communication channels ~~of one or~~  
~~more vendors using~~ via a corresponding channel driver  
~~associated with each communication channel of one or~~  
~~more channel drivers,~~ wherein  
said media-specific communication channel is coupled  
to said configurable communication server via  
said corresponding channel driver,  
said communicating is agnostic of a media type of said  
media-specific communication channel,  
said media-specific communication channel is  
associated with one or more vendors,  
each of said one or more vendors of said media-specific  
communication channel ~~of said one or more~~  
~~communication channels~~ provides a channel driver  
implementation for ~~[[a]]~~ said corresponding

channel driver associated with said media-specific communication channel, ~~and~~  
~~wherein~~ said channel driver implementation is configured according to a common communication application program interface to allow the configurable communication server to communicate ~~via~~ with said media-specific communication channel independently of ~~[[a]]~~ said media type of and vendor-dependent communication protocols for said media-specific communication channel, ~~and~~  
said corresponding channel driver is implemented apart from said configurable communication server and coupled to said configurable communication server,

access information regarding a type of communication that uses the media-specific communication channel,  
determine a command to issue to the media-specific communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and  
determine an event response to perform in response to an event if the type of communication is incoming, wherein the information is accessed from a first data stored in the storage system, the first data corresponding to a configuration of the media-specific communication channel~~[[,]]~~; and

~~the computer instructions and data corresponding to the configurable communication server; and~~

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the media-specific communication channel on a display coupled to the processing system, ~~and~~ wherein

said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to user to participate in said outgoing or incoming communications, and the computer instructions and data further corresponding to the user interface.

22. – 23. (Canceled)

24. (Previously Presented) The computer system of claim 21 wherein the storage system further comprises:

a database comprising an event record, wherein the event record comprises the information regarding the event.

25. (**Currently Amended**) The computer system of claim 24 wherein the configurable communication server is further configured ~~by performing to~~ **perform** one of  
 adding the event record to the database,  
 modifying the event record in the database, and  
 deleting the event record from the database.

26. (Previously Presented) The computer system of claim 24 wherein the processing system further comprises:

at least one event handler, wherein

the event record comprises a name of one event handler of the at least one event handler for handling the event,

the configurable communication server is further configured to use the one event handler named in the event record for handling the event;

and

the computer instructions and data further correspond to the at least one event handler.



27. (Previously Presented) The computer system of claim 24, wherein the information regarding the event further comprises information regarding the event response, and the configurable communication server is further configured to perform the event response.
28. (Previously Presented) The computer system of claim 24, wherein the database further comprises an event response record associated with the event record, and the configurable communication server is further configured to determine the event response by accessing the event response record associated with the event record.
29. (Canceled)
30. **(Currently Amended)** The computer system of claim 21 further comprising:  
the configurable communication server coupled to the **corresponding** channel driver such that the configurable communication server receives the event from the **media-specific** communication channel via the **corresponding** channel driver.
31. (Canceled)
32. **(Currently Amended)** The computer system of claim 21 further comprising:  
said user interface comprising a second user interface object capable of being activated; and  
the configurable communication server further configured to send the outgoing communication to the **media-specific** communication channel when the second user interface object is activated.

33. (Currently Amended) The computer system of claim 32 further comprising:

the configurable communication server further configured to send the outgoing communication by issuing the command to the media-specific communication channel.

34. (Currently Amended) A computer-readable storage medium storing instructions executable by a processor of a communication server, said instructions program product for communicating comprising:

a first set of instructions, executable ~~[[by]]~~ the a processor, configured to effectuate

communication ~~in a media-independent manner via~~ with a communication channel of one or more media-specific communication channels ~~of one or more vendors using via~~ a corresponding channel driver ~~associated with each communication channel~~ of one or more channel drivers,

wherein

said communication channel is coupled to said communication server via said corresponding channel driver,

said communicating is agnostic of a media type of said communication channel,

said communication channel is associated with one or more vendors,

each of said one or more vendors of said communication channel ~~of said one or more communication channels~~ provides a channel driver implementation for ~~[[a]]~~ said corresponding channel driver associated with said communication channel, ~~and~~

~~wherein~~ said channel driver implementation is configured according to a common communication application program interface to allow the communication server to communicate ~~via~~ with said communication channel independently of ~~[[a]]~~ said media type of and vendor-

dependent communication protocols for said  
communication channel, **and**

**said corresponding channel driver is implemented apart from  
said communication server and coupled to said  
communication server,**

a second set of instructions, executable by the processor, configured to access  
information regarding a type of communication that uses the  
communication channel, wherein  
the information is accessed from a memory storing data corresponding to a  
configuration of the communication channel;

a third set of instructions, executable by the processor, configured to determine a  
command to issue to the communication channel to cause an outgoing  
communication to be sent if the type of communication is outgoing;

a fourth set of instructions, executable by the processor, configured to determine  
an event response to perform in response to an event if the type of  
communication is incoming;

a fifth set of instructions, executable by the processor, configured to provide a  
web browser-based media-independent user interface comprising a first  
user interface object configured to provide a notification of the event  
received from the communication channel, and wherein  
said user interface displays a single, web browser-based toolbar providing  
a visual depiction of all options available to a user to participate in  
said outgoing or incoming communications; **and**

**~~a computer-readable medium that stores the instructions.~~**

35. – 36. (Canceled)

37. (Currently Amended) The computer-**readable storage medium**  
**~~program product~~** of claim 34 further comprising:

a database comprising an event record, wherein the event record comprises the  
information regarding the event; and

the computer-readable **storage** medium stores the database.

38. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 37, further comprising:
- a sixth set of instructions, executable by the processor, configured to perform one of
    - adding the event record to the database,
    - modifying the event record in the database, and
    - deleting the event record from the database.
39. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 37 further comprising:
- at least one event handler, wherein
    - the event record comprises a name of one event handler of the at least one event handler for handling the event;
  - a sixth set of instructions, executable by the processor, configured to use the one event handler named in the event record for handling the event; and
  - the computer-readable storage medium further stores the at least one event handler.
40. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 37, wherein
- the database further comprises an event response record associated with the event record, and
  - a sixth set of instructions, executable by the processor, configured to determine the event response by accessing the event response record associated with the event record.
41. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 34, wherein
- the information regarding the event further comprises information regarding the event response, and
  - wherein the computer-readable storage medium ~~program-product~~ further comprises:

a sixth set of instructions, executable by the processor, configured to perform the event response.

42. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 34, wherein further comprising:  
said corresponding channel driver is configured to communicate with the communication channel.

43. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 42, further comprising:  
a sixth set of instructions, executable by the processor, configured to receive the event from the communication channel via the corresponding channel driver.

44. (Canceled)

45. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 34 further comprising:  
a sixth set of instructions, executable by the processor, configured to provide said user interface comprising a second user interface object capable of being activated; and  
a seventh set of instructions, executable by the processor, configured to send the outgoing communication to the communication channel when the second user interface object is activated.

46. (Currently Amended) The computer-readable storage medium ~~program-product~~ of claim 45, further comprising:  
an eighth set of instructions, executable by the processor, configured to issue the command to the communication channel.

47. (Canceled)

48. (Canceled)

49-50. (Canceled)

51. (Canceled)

52-53. (Canceled)

54. (Currently Amended) The apparatus of Claim 2, wherein the memory storing data corresponding to the configuration of the media-specific communication channel is a database.

55. (Currently Amended) The apparatus of Claim 54 wherein the database comprises one or more of:

- information regarding the corresponding channel driver associated with the media-specific communication channel;
- a media type associated with the media-specific communication channel;
- a media string used by the configurable communication server at run time to invoke a media service for the corresponding channel driver;
- one or more channel driver parameters; and
- a default value for each of the one or more channel driver parameters.

56. (Currently Amended) The apparatus of Claim 2, wherein said ~~media-specific~~ communication channel relates to one of the following media types:

- telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

57. (Previously Presented) The method of Claim 15, wherein said media-specific communication channel relates to one of the following media types:

- telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

58. (Previously Presented) The computer system of Claim 21, wherein said media-specific communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

59. (Currently Amended) The computer-readable storage medium ~~program product~~ of Claim 34, wherein said ~~media-specific~~ communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

60. (Canceled)